



PROGRAM NEWS

This is a bi-monthly newsletter
and is downloadable from
<http://www.healthyfamilies.ca.gov>

VOLUME 13, ISSUE 3

June 2007

*A publication providing information
and items of interest to California
Healthy Families and Medi-Cal
Enrollment Entities, Certified
Application Assistants, families,
and participating plans.*

Inside this issue:

HeApp Top 10	1
2007-2008 Handbooks	2
Premium Re-Evaluation	3
Immunization & Screening Charts	3
Self-Employment Income	4
Automatic Credit Card Payments	5
CAA Reference Manual	5
HeApp Feature of the Month	6
CAA Resources	7
Reimbursement Changes	8
New EEs	8
New CAAs	10

If you have a story idea you would like
to share or comments about this
newsletter, please contact us.

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Top 10 Reasons to Use Health-e-App

Health-e-App (HeApp) is the web-based version of the paper joint
application for Healthy Families and Medi-Cal Programs.

1. **More Money!** - You get \$60 for every successful application using HeApp compared to \$50 for a paper application! That's \$1,000 more for every 100 successful HeApps!
2. **Faster Processing!** - HeApp applications can be filled out faster and will electronically transmit the application information to the Single Point of Entry (SPE) without error! With HeApp's Fax Cover Sheet, checklist, and assigned bar code, documentation is easily linked to the correct application!
3. **It's Free!** - HeApp is free for all active Enrollment Entities (EEs) & Certified Application Assistants (CAAs). There's no program to download - Internet access is all you need!
4. **Monitor Applications and Payments Online!** - HeApp can easily monitor your applications! EEs can see which applications have been paid, denied, or are still pending, and the reasons for denial!
5. **Save and Store for 30 Days!** - HeApp can store all of your unfinished applications for up to 30 days! You can easily retrieve an application with all information intact and complete it at a later date!
6. **Workload Management for EEs!** - HeApp lets EEs view and transfer their CAAs' unfinished applications quickly and conveniently! So even if a CAA assisting a family becomes unavailable, the family won't have to wait for that CAA to return because EEs can transfer their unfinished application to another CAA!
7. **Completeness!** - Studies show that 68% of applications that come to the Healthy Families Program (HFP) have some form of missing information! HeApp ensures that application questions are 100% complete before they are submitted. With automatic error checking, you can't leave a required question blank!

Continued on next page...

Top 10 Reasons to Use HeApp *Continued*

8. Great Features! - Built-in error checking ensures you answer all required questions and reduces delays due to missing information! HeApp even allows you to input gross pay and how frequently the income is received! Then HeApp automatically calculates monthly income and family size for you!
9. Easy to Choose a Doctor! - HeApp can easily search and choose doctors by specialty, plan choice, language, and gender. It even provides maps and driving directions to the doctor's office!
10. Preliminary Eligibility Determination! - HeApp's preliminary eligibility determination function lets families see the programs for which their children most likely qualify!

New HFP & AIM Handbooks Available

Each year, the Healthy Families Program (HFP) updates its handbooks. The 2007-2008 HFP handbooks are now available in English and Spanish. Other languages are expected to be available by mid-July. The updates for the handbook have already been integrated into the HFP website (www.healthyfamilies.ca.gov).

The Access for Infants and Mothers (AIM) handbooks have also been updated. The English version is currently available. Spanish and Chinese AIM handbooks will be available by mid-July. Updates to the AIM handbook will be incorporated into the AIM website (www.aim.ca.gov) as of July 1st.

Enrollment Entities (EEs) and Certified Application Assistants (CAAs) may request handbooks via the Marketing Materials Order Form found at www.dhs.ca.gov/mcs/medi-calhome/HealthyFamilies/HealthyFamilies0207.pdf.

When is the best time to call?



Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good.... Weekdays after 11 a.m.

Better... Weekdays after 6 p.m.

Best..... Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.



Premium Re-Evaluation

Beginning July 1, 2007, many families may experience higher premium payments due to changes in the Community Provider Plan for their county or plan transfers during Open Enrollment. One way to reduce these payments is to request that the Healthy Families Program (HFP) re-evaluate the child's household income and deductions, which may reduce their premium.

If you think a family may qualify for lower premiums because their income or deductions have changed, you can encourage them to submit a Premium Re-evaluation Form. The form must be filled out completely and submitted to the HFP along with proof of income and deductions.

The form can be found on the HFP website in English at www.healthyfamilies.ca.gov/English/Publications/HF_FM_150_EN.pdf and in Spanish at www.healthyfamilies.ca.gov/Spanish/Publications/HF_FM_150_ES.pdf.

Did You Know...

With Health-e-App, you will ALWAYS get your reimbursement whether or not your Assistance Form is signed? To sign up for Health-e-App, call 1-866-861-3443

Immunization and Preventive Screening Charts

Each year, the Advisory Committee on Immunization Practices (ACIP), the American Academy of Pediatrics (AAP), and the American Academy of Family Physicians (AAFP) publishes updated recommendations for childhood and adolescent immunizations. You can find the approved 2007 Immunization Schedule based on these organizations' recommendations on the Healthy Families Program (HFP) website at www.healthyfamilies.ca.gov/English/Publications/ImmunizationSchedule.pdf.

In addition, the HFP also publishes each year a Preventive Health Screenings for Children chart. Preventive health care services can help children increase their chances of living a longer and healthier life. The chart provides guidelines for families to help ensure that children receive the correct health care services. This chart can also be found on the HFP website at www.healthyfamilies.ca.gov/English/Publications/PreventiveScreeningChart.pdf.

Spanish versions of these charts are also available through the HFP Spanish website at www.healthyfamilies.ca.gov/hfhomeSPN.asp.

Income Documentation for Self-Employment

Self-employment income can be difficult to document. The Healthy Families Program (HFP) accepts documentation of self-employed income in the form of a 3-month Profit and Loss Statement (P&L) or through a Federal Income Tax Form 1040 with Schedule C.

When calculating self-employment income, the HFP does not include depreciation, meals/entertainment, and cash draws (for a P&L) as business expenses. The HFP adds the expenses for depreciation, meals/entertainment, and cash draws back to the monthly income. These types of expenses are referred to as “Disallowed Expenses.” Please also note that any negative amounts on all self-employment documentation will be counted as zero.

Federal Tax Form 1040 with Schedule C or Schedule C-EZ

If the applicant sends in a Federal Tax Form 1040 or 1040NR with the corresponding Schedule C, the amount on line 12 of the 1040 or 1040NR must be the same as the amount on line 31 of the Schedule C. The HFP will add back depreciation (line 13) and meals/entertainment (line 24b) from Schedule C to line 12 of the 1040 or 1040NR. Self-employers may submit Schedule C-EZ (instead of Schedule C) with the Federal Income Tax Form 1040 if they do not claim depreciation as a business expense and total business expenses do not exceed \$5000.

Profit and Loss Statement:

If the applicant submits a P&L in lieu of the Federal Tax Form 1040 and Schedule C or C-EZ, it must be for the most recent three (3) month period prior to the date the HFP receives the documentation. The P&L must contain the following information:

- Date
- Name, address, and telephone number of the business

- Gross income, itemized expenses, and net profit itemized on a monthly basis
- Signature of the person who earned the income with a statement that, “The information provided is true and correct.”
- Percentage of income if partnership

Any depreciation or meals/entertainment amounts listed under expenses or cash draws taken by the owner will be added back in to the net profit for that month.

Please note that a Self Affidavit of Income Letter is not acceptable as proof of self-employment income. Also note that if the applicant, spouse, or other parent living in the home is a contractor or a 1099 employee, they are considered self-employed and must send in appropriate proof of self-employment income. An employer statement would not be acceptable.

The latest information on documenting self-employment income can be found on the HFP website in the CAA Reference Manual at www.healthyfamilies.ca.gov/English/caa/caa_ref_manual.htm

In addition, a sample P&L can be found on the HFP website in English at www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf and in Spanish at www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss_ES.pdf.

Contribute to the EE/CAA Newsletter

This newsletter is only as good as the information we receive. If you have a story idea, correction, or concern about anything you read here, please don't hesitate to contact us at: hfnnewsletter@maximus.com. Please story submissions brief and related to the Healthy Families or Medi-Cal for Families Programs.

Monthly Automatic Credit Card Payments

The Healthy Families Program (HFP) now offers an easy and convenient way to ensure that HFP premiums are paid every month and on time! Prior to June 2007, the HFP only accepted one-time credit card payments over the phone by calling 1-888-256-6167. Now, using the phone or Internet, HFP subscribers can sign up for monthly automatic credit card payments.

The HFP website at www.healthyfamilies.ca.gov offers the option of making a one-time payment or setting up a monthly automatic service to make the payments each month via credit card. From the HFP homepage, look for the links that read “**Remote Payments Online Service**” or “**Make a premium payment online.**” For subscribers who would prefer not to sign up online, the HFP also offers the option of signing up for monthly automatic payments over the phone. The phone number to sign up for **monthly automatic credit card payments is 1-877-267-3729**. Whether signing up online or over the phone, subscribers will need to have their Family Member Number (FMN) and the check digit number found on the front of their HFP billing statement.

Regardless of which method is used to sign up, all subscribers using the monthly automatic payment service will receive a **25% discount on their HFP premiums!** Both toll-free numbers and the online service are available 24 hours a day, 7 days a week.

The Revised CAA Reference Manual

Curious about the impact employer-sponsored insurance could have on Healthy Families Program (HFP) eligibility? Not sure how to estimate a family’s monthly HFP premium payment? Wondering about the requirements for using a Self Affidavit of Income Letter? You can find out in the revised Certified Application Assistant (CAA) Reference Manual!

The Healthy Families Program (HFP) has recently revised the English Certified Application Assistant (CAA) Reference Manual. This revised manual includes the latest program changes and updated forms for the HFP. The updated CAA Reference Manual is located on the HFP website at www.healthyfamilies.ca.gov/English/caa/caa_ref_manual.htm.

The CAA Reference Manual is divided into 13 sections, a Table of Contents and Introduction, each listed separately for CAA convenience. This manual is utilized for initial CAA training and makes an excellent working reference guide. CAAs can open any of the titled sections to review

such topics as “Family Size and Income Determination” or “Using Health-e-App.” Many CAAs prefer to print the CAA Reference Manual from the HFP website and place it in a binder for daily use.

The Spanish CAA Reference Manual is currently under review and will be available soon. Please check future editions of this newsletter for more information about the Spanish CAA Reference Manual

Did You Know...
Health-e-App lists all Health Plans in a child's zip code?
To sign up for Health-e-App, call 1-866-861-3443

Health-e-App Feature of the Month:

Built-In Error Checking

Have you seen one of these?

This is the error message that pops up when you do not answer if the mother lives in the home.



Or how about this one?

This is the error message that pops up when you do not select an income source or no income.



These are messages that pop-up when important questions are left blank on Health-e-App (HeApp).

With HeApp, all the important questions **MUST** be entered before you can move on. HeApp also ensures that all questions are answered before the application is submitted! This great feature reduces errors and speeds up the process to quickly enroll qualified families into the Healthy Families and Medi-Cal Programs.

More Resources for CAAs

Don't reinvent the wheel! Many sample documents are available to assist Certified Application Assistants (CAAs) with gathering the most accurate information from applicants and providing a completed application to the Healthy Families Program (HFP). These documents, available on the HFP website at www.healthyfamilies.ca.gov and in the CAA Reference Manual, are great tools for daily use with application assistance. You can even download the sample forms and information to your computer for easy use and reference. Following are brief descriptions of just a few items that are available for your use and links for locating them on the HFP website. All of the below are available in English and Spanish!

Sample Profit and Loss Statement

The Profit and Loss Statement is a useful tool for self-employed applicants. Self-employed applicants have the option of using the Federal Tax Form 1040 and Schedule C or the Profit and Loss Statement. This sample Profit and Loss Statement also includes instructions on how the HFP calculates the monthly income. English: www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf Spanish: www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss_ES.pdf

Sample Self Affidavit of Income Letter

This Self Affidavit of Income Letter can be used when there is no other acceptable way to provide income. English: www.healthyfamilies.ca.gov/English/caa/pdfs/Sample_Self_Affidavit_Letter.pdf Spanish: www.healthyfamilies.ca.gov/English/caa/pdfs/Sample_Self_Affidavit_LetterSPN.pdf

Sample Employer Letter

When a pay stub or last year's tax forms are not available, an applicant may use an Employer Letter (for a period ending within 45 days) to document income. This sample Employer Letter ensures that all necessary information is provided. English: www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetter.pdf Spanish:

www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetterES.pdf

Income Calculation Worksheet

The Income Calculation Worksheet is a great tool to help CAAs calculate the income for each child and family member. This can be printed and completed by hand. This can be used as a screening tool to give CAAs an idea of the programs for which children may qualify. The HFP and Medi-Cal for Families will make the final determination for the children. English: www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetresize.pdf Spanish: www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetresizeES.pdf

Income Calculation Worksheet Instructions

These are helpful instructions for calculating income for families. These instructions can be used in partnership with the Income Calculation Worksheet listed above. English: www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetInstructionsOnly.pdf Spanish: www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetInstructionsOnlyES.pdf

Rental Income Worksheet

When applicants have rental income and a Federal Tax Form 1040 is not yet available because they have not filed a tax return for the rented property, the Rental Income Worksheet can be used to document this income. This form must be completed in its entirety. English: www.healthyfamilies.ca.gov/English/caa/pdfs/RentalIncomeWorksheet_EN.pdf Spanish: www.healthyfamilies.ca.gov/English/caa/pdfs/RentalIncomeWorksheet_ES.pdf

You can access all of these forms and more on the HFP website's Download Forms and Information page in English at www.healthyfamilies.ca.gov/English/download.html and in Spanish at www.healthyfamilies.ca.gov/Spanish/download.html

Reimbursement Changes

Currently, Enrollment Entities (EEs) are only reimbursed for Certified Application Assistant (CAA) assisted Annual Eligibility Review (AER) applications when the child is granted eligibility for the Healthy Families Program (HFP) for another year.

A new process is currently in development to grant reimbursement payments to EEs when CAA-assisted AER applications meeting all necessary criteria result in children being granted another year of HFP eligibility **or** screened to Medi-Cal. Applications with split outcomes at AER where one child is screened to Medi-Cal and another child in the same household re-qualifies for the HFP will receive two payments of \$50 each.

Once implemented, this new payment process will be retroactive to January 1, 2007. All AER applications received on or after January 1, 2007, will be retro-processed for reimbursement determination.

And remember – if an application is denied due to missing information, you can still receive reimbursement! In order to receive reimbursement in this case, two things must happen. The HFP must receive the missing information within 60 days of the date the application was denied and the child must then be determined eligible for the HFP. After the 60 days, a new application will need to be submitted.

Welcome New & Returning HFP Enrollment Entities!

ATU SALUD, A MEDICAL CORPORATION
ACTIVA INSURANCE AGENCY
ADRIENNE GARCIA
AGENT HERRERA
AGUIRRE INSURANCE SERVICES
ALBERT HSU INSURANCE SERVICES, INC.
ALEX HSIANG-CHEN CHANG
ALEXXIZ'S FAMILY CENTER
ALMON PEDIATRIC HEALTH, INC.
ANGELINA MELCHOR
APRIL M TINSLEY
AVENAL COMMUNITY HEALTH CENTER
BEARDSLEY SCHOOL DISTRICT
BECKER & ASSOCIATES
BENNY J. GUZMAN
BERKELEY ORGANIZING CONGREGATIONS FOR ACTION
BEST ACCESS INSURANCE
BILL JOHNSTON INSURANCE
BROOKE INSURANCE
BUILDING A GENERATION
C & J FINANCIAL AND INSURANCE SERVICES
CALIFORNIA SPECIALTY INSURANCE SERVICES INC.

CHANDEN INSURANCE AGENCY, INC.
CHRISTOPHER PAUL HAUGHEY
CITYCHURCH INTERNATIONAL INC.
CLINICA MATERNIDAD MAGNOLIA / MAGNOLIA
MATERNITY
CONNECTING KIDS TO HEALTHCARE
CORONA PHYSICIANS ASSOCIATES, A MEDICAL
CORPORATION
CUONG VIET NGUYEN, M.D.
CYNTHIA L. PACHECO
DENNIS PENNEKAMP
DESERT MOUNTAIN SELPA CHILDREN'S CENTER
DONNA L. SAMUELSON
EMVERICHECK INSURANCE SERVICE
EXPRESS COURIER SERVICES
FAMILY FINANCIAL SERVICE
FONTANA PHYSICIANS ASSOCIATES, A MEDICAL
CORPORATION
FRANK YOUNG
GARNETT - POWERS & ASSOCIATES
GEORGE EDGAR COCKS IV.
GOLDEN MEDICAL CENTER

Welcome New & Returning HFP Enrollment Entities! *(continued...)*

HADDAD INSURANCE SERVICES
HILANTO FINANCIAL & INSURANCE SERVICES, INC.
HOMELESS SERVICES CENTER
HUYNH NIKNEJAD INC.
I & C BENEFITS INC
INSURANCE PLANNING 101
INTERNATIONAL PROINSURANCE SERVICES, LLC
IRYNA NAKONECHNA
JAMES YI CAI
JEFFREY P. WARNOCK
JEN INSURANCE AGENCY
JOSE INIGUEZ
KEB INSURANCE SERVICES
KENNETH KYLE SHALLAHAMER
LEO RODRIGUEZ INSURANCE AGENCY
LIJUN ZHOU
LINDA F. RATLIFF
LISHA WANG
LOMA LINDA CHILD AND ADOLESCENT CLINIC
LOPEZ AND NOYES DENTAL CORPORATION
LOREL L. DOWELL INSURANCE SERVICES
LUCIA BENAVIDEZ
MANUEL VIZCARRA JR.
MARCEL SANTOS OCAMPO
MAX ITEMS, INC.
MERCEDES TAX SERVICE
MICHAEL THOMAI
MORENO VALLEY PHYSICIANS ASSOCIATES, A MEDICAL
CORP.
MORGAN E HEGE INSURANCE SERVICE
MRQ INSURANCE SERVICES
NEGIN ESTEGHBALL
NIGHTHAWK INSURANCE SERVICES
NORTHERN VALLEY INDIAN HEALTH, INC.
PAT PACHECO AGENCY
PAULA LOPEZ - WOOD
PAZ HOLDING, INC.
PEGGY YU
PERRIS VALLEY PHYSICIANS ASSOCIATES, A MEDICAL CORP.
PESELL FINANCIAL AND INSURANCE SERVICES, INC.
PETER JADAV
PETER MOON
PHP INSURANCE SERVICE, INC.
POTTER VALLEY COMMUNITY UNIFIED SCHOOL DISTRICT
PROFESSIONAL INSURANCE ADVISORS
PUEBLO MEDICAL ASSOCIATES INC.
QUINNA. CONNOLLY
RAMIN AMANI MD MEDICAL CORPORATION
RANCHO DENTAL GROUP
RISC INSURANCE SERVICES
ROMERO ALMA FAMILY DAYCARE
ROY WARNOCK

RYUSHO YO
SAID LAKHLIFI INSURANCE AGENCY, INC.
SALLY KIM INS. SVC.
SAN BERNARDINO PHYSICIANS ASSOCIATES A MEDICAL
CORP.
SAN DIEGO COUNTY MEDICAL SOCIETY FOUNDATION
SAN MATEO COUNTY MENTAL HEALTH SERVICES
SAN YSIDRO SCHOOL DISTRICT
SARA O. GUERRA
SERRANO FAMILY CHILD CARE
SERVWELL INSURANCE SERVICES
SHASTA COUNTY OFFICE OF EDUCATION
SILVA MANAGEMENT INSURANCE SERVICES
SKB FINANCIAL GROUP
SSG INSURANCE & FINANCIAL SERVICES, INC.
TAX & FINANCIAL GROUP BENEFITS
TEAGUE FINANCIAL INSURANCE SERVICES, INC.
TELLO'S PROFESSIONAL SERVICE
THE LEGENDS KIDS FIRST INC
TIMMY LAM
TRACY LYON
VAN DINH NGUYEN MED. CORP.
W & W COMMUNITY DEVELOPMENT, INC
WELLINGTON NEWPORT, LLC
WINGS OF REFUGE, INC.
WISE STEWARD CORPORATION
YANIRA ROBLES
YU YING YANG

Welcome New & Returning CAAs!

SARAI ACOSTA
LETICIA ADKINS
DEBRA AFFEE
ELIZABETH AGUILAR
FLORA AGUILAR
MANUEL AGUILAR
BERONICA AGUILERA
AGNES ALARCON
JANNETT ALCALA
MARIO ALFARO
ANNETTE ALLEN
CAROL ALMENDAREZ
MARISELA ALVARADO
SUSANA ALVARDO
IDA ALVAREZ
KASSIDIALVORD
NANCY ANDRADE
LYNN ANDRE
JUANITA ANGEL
MARTHA ARCE
SANDRA AREVALO
ADA ARMENTA
ESTER ARMSTRONG
YANIRA ARZOLA
AISHA ASLAM
SYDNEY BALESTRERI
ERIKA BALLESTEROS
ANGELICA BALTAZAR
DEIRDRE BANKS
SYED BAQUAR
GLORIA BARBA
CARLOS BARROSO
CAROLINA BASTARDO
YURIDIA BATCHE
KIM BATISTE
LUCIA BENAVIDEZ
SANDRA BENFIELD
BEATRIZ BERMUDEZ
SARA BODENHAM
DELIABRAVO
JEHAN BUDAK
CHERIE BURRIS
ROXANA CABALLERO
LU CAI
MIRNA CAMPOS
LINA CANAWATI
CINDY CANNAROZZI
MARISOL CARBONEL
CECILIA CARRETO
ESPERANZA CARRILLO
MONICA CASILLAS
SUZANNE CASSADY
DOLORES CASTANON
ROBERTO CASTILLO

AUDIE CAVA
CLAUDIA CERDA
OSWALDO CERVANTES
GUADALUPE CESENA
JENNIFER CHAQUINGA
LETICIA CHAVEZ
PATRICIA CHECK
DIANE CHEW
JUDY CHOU
YOLANDA CHOU
CHRISTINA CISNEROS
RENETT CLOUGH
GEORGE COCKS
DAPHNE CONTRERAS
LURDES CONTRERAS
KRISTIN COOKE
NOEMI CORDOVA
MELINDA CORRAL
MARINA CORTEZ HASH
AURORA CORTEZ
ROSALBA COVARRUBIAS
LAURA CRENSHAW
KERRY CROSSLEY
ANA CRUZ
IRMA CRUZ
JOVITA CRUZ
ADRIANA CUELLAR
CRYSTAL CURNUTTE
OSCAR DABOUB
BARBARA DAVIS
JOHN DAVIS
SUHAILA DAVIS
SANDRA DE ANDA
NARCISO DE LEON
DORA DIAZ
VERONICA DIAZ
JUDITH DISPO
DAWN DODD
CATHY DOLLARHIDE
ILIANA DOROTEO
GUADALUPE ECHAVE
ANGELITAECHAVESTE
DAVID EDWARDS
SHERRY EDWARDS
NADA ELATAT
JANNETTE ELIN
ANNIE ELLIOT
JOYCE ELLIS
SUET ENG
TAMMY ENNIS
ASTRID ENRIQUEZ
OLGA ERIVES
SANDRA ESPARZA
NANCY ESPINOZA

NEGINESTEGHBALL
ERICA FELIX
IRENE FEMATT
ALICIA FERNANDEZ
FERNANDO FERNANDEZ
BEVERLY FERRY
ANA CRISTI FLORES
GABRIELA FLORES
JOSE FLORES
LUZ FLORES
DAN FONTENOT
ISIS FRANCO
LUZ MARIA FRANCO
MARIA FRANCO
CHRIS GANDEZA
ADRIANA GARCIA
BELEN GARCIA
GEORGINA GARCIA
JUAN GARCIA
MARIA GARCIA
MARTHA GARCIA
NORMA GARCIA
STEVEN GARCIA
ELIZABETH GARNICA
WENDY GASPARYAN
ELISA GAUARDO
RAMON GAYTAN
ROSA GOMAR
GLADYS GOMEZ
MARTHA GONZALES
RENE GONZALES
ALONZO GONZALEZ
ANGELICA GONZALEZ
ELDA GONZALEZ
HORTENCIA GONZALEZ
LORENA GONZALEZ
LUCY GONZALEZ
TERESA GONZALEZ
VICTOR GONZALEZ
IRIS GUERRA
SANTIAGO GUERRA
PATRICIA GUERRERO
ROSALVAGUERRERO
LINO GUILLÉN
ROSA GUILLÉN
YVETTE GUTIERREZ
AUDREY GWINN
TISA HALL
JILL HARRIS
CHARLES HASHIM
ANNA HERNANDEZ
ELSA HERNANDEZ
MARICELA HERNANDEZ
MARICRUZ HERNANDEZ

NIDIA HERNANDEZ
SANTA HERNANDEZ
CARDTE HICKS
ALFREDO HIDROGO
LENAH HILAL
AMER HILANTO
DELMY HINDS
ALBERT HSU
MARIBEL HUERTA
CHRISTINE HUGHES
LAWRENCE HURDLE
MARIBEL HURTADO
TERI JAGGERS
VERONICA JAIMES
MARTHA JAUREGUI
JAMILLAH J JERMON
MARIA JIMENEZ
MARIBEL JIMENEZ
MARITZA JIMENEZ
TERESA JIMENEZ
SANDRA JOCAB-BALL
RENEE JORDAN
GARY KAPLAN
PATRICK KAPTERIAN
MARIA KEELING
RUTH KETNER
HUONG KIEU
LORI LAGG
SAID LAKHLIFI
JOVY LAM
TIM LAM
DOLLY LAMBERT
MARTHA LANGFORD
JENNIFER LASZLO
CAROLINE LEE
SHERILEE
TIM LEE
ZENIA LEGVACHOU
MARIA DE L LEVIN DE
HERNA
BERNIELEYVA
VAN LIEU
CORINA LIEW
MA CHRISTI LIMOS
ALEJANDRA LLAMAS
KIM LOC
JOHN LOIZEAUX
PAUL LOPEZ-WOOD
NATHALIE LOR
MANA B LUGO
CRISTINA LUNA
MALIEKALY
SCOTT LYONS
IRMA MACIAS

Welcome New & Returning CAAs! (continued...)

LEANDREA MACK
GLORIA MAGEE
MARIA CYNT MANDE
MARIBEL MARES
JULIE MARMON
JACKIE MARQUEZ
SILVIA MARQUEZ
KATHLEEN MARTENS
AMELIA MARTINEZ
MILDRED MARTINEZ
OLIVIA MARTINEZ
ORALIA MARTINEZ
ROXANNE MATA
TILISA MAY
ALISON MC COY
JANICE MCBRIDE
ELIZABETH MCGEE-
HOUGHTON
SOCORRO MEDEL
ELSA MEDINA
PATRICIA MEDINA
ANTONIA MEJIA
EDWIN MEJIA
EDWIN MEJIA
MERCEDES MELANO
ANGELINA MELCHOR
ROBERTA MENDOZA
GISELLE MENENDEZ
SILVIA MERAZ
NEYA MERRITT
SHIRLEY MILICO
PRISCILLA MIRA
MARIA MIRANDA
ISABEL MOLINA
EDITH MONTANO
PETER MOON
DEREK MOORE
GICELA MORA
VICTORIA MORALES
CINTHIA MORENO
DANIELA MORENO
EDDY MORENO
ROXANA MOSCOSO
TERESA MOSCOSO
NADEZHDA MUNGUIA
YOLANDA MUNIZ
CRISTINA MURPHY
MELISSA MURRAY
IRYNA NAKONECHNA
ROSALVANAVA
HERNANDEZ
DORIS NAVARRETE
BERNICE NG
CHRISTINE NGUYEN

MINH NGUYEN
VICTOR NGUYEN-LIEU
CINDY NICHOLSON
LAN NIKNEJAD
LINDA NUÑEZ
MARCEL OCAMPO
J. JULIAN OCEGUEDA
ANA OLAYA
LISA OROZCO
ELIA ORTEGA
MARGARITA ORTIZ
BLANCA OSUNA
RACHANNA OTERO
CARLO PADILLA
SUJEY PANIAGUA
HORTENCIA PENA
MONICA PERALES
DIANA PEREZ
KAREN PERMILLION
CAROLYN PIKE
RAFAEL PINTO
CEASER POMALAZA
JEFFREY PRATER
LORENA PRECIADO
MARK PRICE
ALICIA PRIETO
PARDIS RAHBARAN
MELIDA RALDA
CARLOS RAMIREZ
ERIKA RAMIREZ
JUANA RAMIREZ
JUDITH RAMIREZ
YOLANDA RAMIREZ
ANGELINA RAMOS
BERENICE RAMOS
CELINA RAMOS
DAVID RAMOS
JOSE RAMOS
ROBERTO RAMOS
JULIE RAMOS-PEREZ
M. JUANA RANGEL
LINDA RATLIFF
GABRIELA RAYGOZA
PAULETTE REGAN
MARY REIFF
PATRICIA RENDON
SARAH RESENDIZ
EUNICE REYES
VIONICA REYES
LUZ REYNOSA
VIDA RIDLEY
ALFONZO RIOS
JULIO RIOS
SONIA RIVAS

VERONICA RIVERA
JEANETE ROBLES
RENA ROBLES
ANA RODRIGUEZ
BELINDA RODRIGUEZ
CHRISTINA RODRIGUEZ
JUDITH RODRIGUEZ
LETICIA RODRIGUEZ
MARIA RODRIGUEZ
MARILYN RODRIGUEZ
VERONICA RODRIGUEZ
ALMA ROMERO
JOSE ROMERO
MERCEDES ROMERO
JULIANA ROSALES
CRISTINA ROSAS
WENDELL SALAS
ESMERALDA SALAZAR
JOSE SALDANA
EMILY SAMUELS
ANGELICA SANCHEZ
CHRISTNA SANCHEZ
YANIRA SANCHEZ
RICHARD SANDERELL
VERONICA SANDOVAL
WENDY SANTOYO
TODD SCHEUER
YESENIA SCOTT
ANAMARY SEBASTIAN
ELIZABETH SERRANO
ANGELINA SERRATO
DOROTHY SHAVERS
KERRY SHEFFER
SUSANNA SIBILSKY
RONALD SILIEZAR
PAMELA SILIZNOFF
ANGELICA SILVA
GUADALUPE SILVA
ISABEL SILVEIRA
SAKUNTALA SINGH
TINA SLATER
CHRISTOPHE SMITH
GARY SMITH
JANICE SOLIS
RICHARD SOLORZANO
LUIS SOMOZA
NHU-DAO SON
ANTONIA SOTO
NANCY SOTO
MELISA STEWART
JAIME STINEMAN
MUNA TADMURY
MARIA KARI TAMAYO
XIAOFEI TAO

DENISE THEETGE
TOLEDO THELMA
MICHAEL THOMAI
MELVA THOMPSON
YVETTE TINAJERO
APRIL TINSLEY
MARIANNE TORRES
VALENTINA TORRES
ADRIANA TORREZ
LAN TRAN
TRUNG TRAN
KEN TRIMMER
JOSEFINA TRUJILLO
BAOCHI TRUONG
ARLENE UGGLA
MARCELA URIAS
SANDRA VALENTIN
SONIA VALENZUELA
LETICIA VALERO
ROSARIO VALLE
PA VANG
MAYRA VARELA
CHRYSTAL VARGAS
VELIA VARGAS
BLANCA VASQUEZ
YADIRA VAZQUEZ
LAURA VEGA
NAOMI VELASQUEZ
MARIA VELAZCO
ROBERTO VELAZQUEZ
ZORAYDA VELAZQUEZ
DANELLE VIGIL
BRENDA VIRELLA
KELLY VO
DONNY VU
SUSANA WAGGENER
BARBARA WALTERS
JEFFREY WARNOCK
JOAN WEGENER
DARREN WELCH
IVONNE WELCH
MICHAEL WELCH
TERRI WILKEY
KEN WOOD
HAN WOJIN
STEPHANIE WU
LINAN XIA
KRISTINE YEE
PHOEBE YGLESIAS
CESAR ZALDIVAR
BRENDA ZAVALA
ESCOLASTIC ZEPEDA
LIJUN(LILY) ZHOU